## credits

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Application was designed and developed by Clinton Logan, Dan Rowley and LandWare, Inc. in cooperation with Zagat.com. Documentation was written by Michael Rothstein. Design and development was aided with a Gaggia espresso machine.

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## technical support

If you have any technical questions concerning this product please contact us via:

**Web:** www.landware.com/help
**email:** support@landware.com

**Phone:** 201 261-7944

When you call, please have available your organizer, the Zagat software and a brief description of the problem. Having this information will ensure faster answers from our customer support representatives.

Technical support is available via phone Monday - Friday from 9:00am - 6:00pm EST

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## product updates

Free maintenance updates are available to all registered owners. Major updates that encapsulate significantly new functionality and/or documentation will be made available to registered owners for a small update fee. Full information can be found at: www.landware.com/upgradeinfo
Subsequent years of the survey content will be made available to registered users for a small update fee.

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# GETTING STARTED

## 0 welcome

Welcome to the Zagat Restaurant Guide for the PalmOS. We thank you for purchasing this product and are confident that you will find this to be an indispensable addition to your handheld organizer.

If you did not purchase this application directly from LandWare, we strongly recommend you register the product at www.landware.com/register. This will ensure you are eligible for the benefits available to registered owners, such as special offers, updates and technical support.

If you have not yet purchased Zagat and would like to continue using it, you may purchase a personal unlock code by either calling LandWare direct at: (800) 526-3977, (201) 261-7944 or by visiting us on the web at: www.landware.com/unlock

## 1 installing the zagat software

The Palm desktop organizer software and the docking hardware are required for the installation of this software. The Zagat application and a survey database must be installed before the application can be used. To install the Zagat Restaurant Guide follow the steps below.

**Windows 95/98/2000/NT installation instructions**

1. Insert the Zagat Restaurant Guide CD-ROM into your computer's CD-ROM drive.
2. The installer should automatically activate. If for some reason it doesn't then select Run from the Windows Start menu and enter x:setup, where x is the letter assigned to your PC's CD-ROM drive.
3. Follow the installer's instructions on screen.
4. Select the surveys you want to install from the list presented to you on the screen.
5. Select the correct user name for your organizer and click on the *Next* button.
6. HotSync your organizer to complete the installation.

**Macintosh installation instructions**

1. Insert the Zagat Restaurant Guide CD-ROM into your Macintosh CD-ROM drive.
2. Double click on the Zagat installer icon.
3. Follow the instructions on screen.
4. Select the surveys you want to install from the list presented to you on the screen. Click *Install.*
5. The installer will automatically launch and present the HotSync Manager's *Install Handheld files* dialog. Ensure you have the correct user name selected. Close the *Install Handheld files* dialog.
6. HotSync your organizer to complete the installation.

NOTE

The number of surveys you may install is limited only by the available memory on your organizer.

Although each survey takes up a fraction of your organizer's total memory we recommend you install only the locations you will frequently access.

Additional surveys may be installed at any time by simply running the installer and following the steps on page 12.

## 2 launching the zagat software

Once installed, the Zagat icon depicted to the left will appear in the organizer's application launcher. By default it places it in the *Unfiled* category. Tap the icon to launch the application.

## 3 registering the application

The Zagat Guide will function for 14 days before requiring you to enter a valid registration code. This period is provided for the express purpose of product evaluation prior to purchasing.

If you have already purchased this product from a reseller or LandWare direct you should enter your personal license code now. This will ensure you are able to use the application on an ongoing basis.

**If you obtained Zagat electronically**

1. Launch the Zagat application
2. Tap the *Register Now* button
3. Enter your personal unlock code as provided by LandWare sales onto the *Enter Code* field.
4. Tap the *Register* button.

**If you obtained Zagat on a CD-ROM**

1. Launch the Zagat application
2. Tap the *Register Now* button
3. Enter your personal registration code as found on the rear of the CD-ROM envelope.
4. Tap the *Register* button.

Please ensure you keep a copy of your personal code in a safe place in case you need to reinstall your software again in the future.

IMPORTANT NOTE

Although we encourage you to beam trial versions to friends, it is important to note that the Zagat Guide is a commercial product and is protected by strict copyright laws. Any distribution of your personal registration code is prohibited.

## 4 beaming a trial version to a friend

A fully functioning 'test drive' version of the Zagat Guide can be transferred wirelessly to another PalmOS organizer via the infrared port.

**To beam a trial version to another handheld**

1. Tap the survey name popup menu to open the survey picker.
2. Tap on the survey name in the list.
3. Aim your IR port at the IR port of the other device.
4. Tap *Beam.* Depending on the size of the city, this process can take up to a minute.

# GETTING AROUND

## 1 the main restaurant list

The main restaurant list is the primary view used by Zagat to summarize information. When you first launch Zagat, a fully scrollable list of restaurant names and ratings will be displayed.

The *Look Up* field allows you to enter the first letters of a restaurant's name to scroll immediately to that entry.

**To Look up a restaurant's details**

1. Display the restaurant list screen.
2. Enter the first letter of the restaurant you want to find into the *Look Up* field. The list will scroll to the restaurant name that starts with the letter you entered.
3. Continue entering characters until the restaurant you are looking for is highlighted or visible.
4. Tap on the restaurant name with your stylus. The details screen will open. A full discussion of the details screen is contained on page 7.

### ZAGAT RATINGS TIP

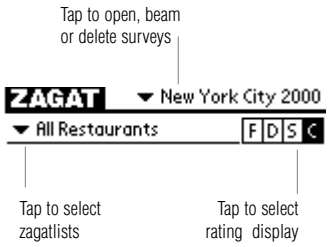
The names of the restaurants with the highest overall ratings, greatest popularity and importance are displayed in CAPITAL LETTERS.

### THE RATINGS COLUMN

The ratings column on the right hand side details one of the four possible Zagat ratings for each restaurant.

**To alter the attribute displayed in the ratings column**

1. Tap the F, D, S or C selector.
2. Based on your selection, the ratings column will display Food, Decor, Service or Cost.




### ACCESSING ZAGATLISTS

Tapping on the zagatlist popup menu will open the top list selector dialog providing access to dozens of predefined lists, representing a collection of restaurants that are tops in their class. This selector also provides access to your own custom list of restaurants. For more information, see page 8.

### USING SEARCH

Tap the search button to quickly find restaurants matching any number of criteria that interests you. For more information, see page 9.

### OPENING OTHER ZAGAT SURVEYS

The name and year of the survey that is currently open is always displayed in the top right hand corner so you know which one you are viewing. Tapping this popup allows you to open, beam or delete other surveys you may have loaded on your handheld. Please see page 11 for further details.



## 2 restaurant details view

Tapping a restaurant's name in the main restaurant view will open the restaurant details view shown to the left. The restaurant's address, phone number and a detailed review will be displayed as well as the Zagat ratings, hours and credit card information.

TIP: If you forget the definition of a symbol, simply tap on it for a description.

### ZAGAT RATINGS

Food, Decor and Service are each rated on a scale of 0 to 30, derived from the average of surveyor 0 to 3 voting multiplied by 10 to eliminate the decimal place.

| | |
|---|---|
| 0 to 9 | poor to fair |
| 10 to 15 | fair to good |
| 16 to 19 | good to very good |
| 20 to 25 | very good to excellent |
| 26 to 30 | extraordinary to perfection |

A restaurant listed without ratings is either an important newcomer or a popular write-in. The estimated cost, with one drink and tip, is indicated by the following symbols.

| | |
|---|---|
| I | $15 and below |
| M | $16 to $30 |
| E | $31 to $50 |
| VE | $51 or more |

### KEY TO SYMBOLS

The following courtesy information symbols for the currently displayed restaurant location are displayed below the phone number.

- Serves after 11pm
- Open on Sunday
- Open on Monday
- Open for Lunch
- No credit cards accepted
- Low number of votes
- The review is less reliable

- Restaurant resides in a hotel or shopping center. Tap to display further details.

### RESTAURANT CONTACT INFORMATION

The restaurant's address details are displayed in the center of the screen. The phone number and courtesy symbols for that location are also displayed.

**To display the next location in a multi-location chain**

1. Tap the ▼ icon *or*
   Tap the address itself.
2. The address details, phone number and courtesy symbols for the next location will be displayed.

Restaurants that reside in a hotel or shopping center will be denoted with a symbol. Tapping on this icon will display the name of the building.

### DISPLAYING CUISINES & FEATURES

All restaurants are carefully coded according to the cuisines and features they offer.

**To display cuisines offered by the restaurant**

1. Tap the *Cuisine* button.
2. A list of cuisine types will be displayed.

**To display features offered by the restaurant**

1. Tap the *Features* button.
2. The hardware buttons can be used to scroll the features if necessary or just tap on the field itself.

### DISPLAYING THE REVIEW

The Zagat Restaurant Guide contains the same comprehensive reviews found in the physical book.

**To display the restaurant review**

1. Tap the Review button.
2. The hardware buttons can be used to scroll the review if necessary or just tap on the field itself.

Surveyors' comments are summarized, with literal comments shown in quotation marks. The following symbols indicate whether responses were mixed or uniform.

- Responses were mixed.
- Responses were uniform.

### RECORDING A RESERVATION

Tapping on the phone number allows you to enter a dining reservation which will appear directly within your handheld's built-in Date Book. Please see page 10 for further details.

## 3 using the zagatlists

Zagatlists represent an extremely fast way of finding and summarizing restaurants or nightspots that represent the best in their class. With just two taps you can obtain a quick fix on a great place to eat or party.

**To display a zagat "top list"**

1. Tap the zagatlists popup menu.
2. Scroll to the top list entry in the resulting dialog.
3. Tap on the entry.
4. Restaurants and/or Nightspots will be listed and sorted according to their rank in that list.

TIP: Tap on the *All Restaurants*/*All Nightspots* button to quickly revert back to displaying a list of all the restaurants/nightspots in the current survey.

### YOUR PERSONAL LIST

In addition to the dozens of precompiled top lists, Zagat allows you to create your own personal list of restaurants and nightspots. This list could be used to keep track of your favorite places, or perhaps places you would one day like to visit.

**To display your personal list of restaurants/nightspots**

Either:

1. Tap the zagatlists popup menu.
2. Tap on the *My Personal List* entry.

*or*

1. Tap the menu icon (to the left of the graffiti input area).
2. Select *Show Personal List* from the Record menu.

The personal list will be displayed in alphabetical order.

**To add a restaurant or nightspot to your personal list**

1. Tap the restaurant name to open the restaurant details view.
2. Tap the menu icon (to the left of the graffiti input area).
3. Select *Add to Personal List* from the Record menu.
4. Tap OK.

**To remove a restaurant from your personal list**

1. Tap the restaurant name to open the restaurant details view.
2. Tap the menu icon (to the left of the graffiti input area).
3. Select *Remove from Personal List* from the Record menu.
4. Tap OK.

Personal list entries are displayed in red on color capable devices.

NOTE

Zagatlists sort entries according to the rank that they occupy in that list, not alphabetically.
For this reason the Look Up feature will automatically revert back to viewing all items before scrolling to the applicable entry.



## 4 searching for restaurants

Zagat allows you to perform simple, yet powerful searches, enabling you to quickly find a succinct list of restaurants which meet any criteria.

**To search for a restaurant using your own criteria**

1. Display the main restaurant list.
2. Tap the *Search* button or
   Tap the menu icon (to the left of the graffiti input area) and select *Search* from the Record menu item.
3. Specify your criteria in the resulting dialog. The more selections you make, the smaller the list of restaurants will be.
4. Tap the OK button. The restaurants that meet your search criteria will be displayed.

The search screen allows you to specify any combination of cost, decor, food and service ratings, cuisine, features and location.

### STARTING A NEW SEARCH

The zagatsearch form can be easily reset to its default state enabling you to enter a new set of criteria.

**To clear the search criteria**

1. Open the zagatsearch screen.
2. Tap the *Clear Criteria* button.

ZAGAT RATINGS TIP

Restaurant Guides
The cost reflects the estimated price of a dinner with one drink and tip. Lunch usually costs 25% less.

NightLife Guides
The cost reflects the estimated price of a typical single drink.

### SPECIFYING A COST RANGE

By default, all price ranges will be searched. You may tap the ◥ to select from list of prices, or write in your own. The number entered will be the upper limit of what you are willing to spend, per person.

### SPECIFYING FOOD/DECOR/SERVICE

Each of these items are rated on a scale of 0 (poor) to 30 (perfection). The higher the number, the more discriminating the search.

### SPECIFYING A CUISINE

Tap the cuisine box to select from dozens of cuisine types.

**To specify a cuisine**

1. Display the zagatsearch screen.
2. Tap the Cuisine box.
3. Select cuisine choices from the resulting dialog.
4. Tap OK.

If you make one selection, such as Mexican, then only Mexican restaurants will be displayed. If you select two or more, such as French, German and Greek, then restaurants that serve *either* French, German *or* Greek food will be displayed.

## SPECIFYING RESTAURANT LOCATIONS

Narrow your search by finding restaurants based on their location.

**To specify restaurant locations**

1. Display the zagatsearch screen.
2. Tap the Location box.
3. Select Neighborhood choices from the dialog.
4. Tap OK.

The *List* popup menu can be used to limit the choices to a particular region of interest.

**Example: Limiting a search to a single region (e.g. Manhattan)**

1. Select the region from the *List* popup menu.
2. Tap the menu icon (to the left of the graffiti input area).
3. Tap *Select All* from the Item menu.
4. Tap OK. When you perform your search, all restaurants within the selected region will be displayed.

## SPECIFYING RESTAURANT FEATURES

Each restaurant is carefully coded according to the features they offer. The features selector will find restaurants that provide *all* the requested features, not just any of them.

**To specify restaurant features**

1. Display the zagatsearch screen.
2. Tap the Features box.
3. Select the restaurant features from the resulting dialog.
4. Tap OK.

## BROADENING THE SEARCH

Keep in mind that it is possible for a search to not find any restaurants. If this happens, try broadening your criteria by doing one of the following:

- Decrease the Food, Decor or Service value.
- Increase the cost you are willing to pay, or simply select *All* to allow for all costs.
- Increase the number of selections within Cuisine. The more cuisine types you allow, the wider variety of restaurants will be found.
- Increase the number of Location selections. The farther you are willing to travel, the more restaurants you will have to choose from.
- Decrease the number of Feature selections. Remember that a search requires a restaurant to include *all* Features selected, not just any of them.

IMPORTANT NOTE

Unlike Cuisine and Location searches, Feature searches only include restaurants that match ALL the criteria. This means that if you select two criteria, such as Power Scenes and Party Spaces restaurants will be excluded if they don't have BOTH these features.

## SELECTING/UNSELECTING LIST ITEMS

You can quickly select or unselect all items within the cuisine, location and features lists.

**To select all items in a list**

1. Tap the menu icon (to the left of the graffiti input area).
2. Tap *Select All.*
3. All items in the current view will be selected.

**To unselect all items in a list**

1. Tap the menu icon (to the left of the graffiti input area).
2. Tap *Unselect All.*
3. All items in the current view will be unselected.

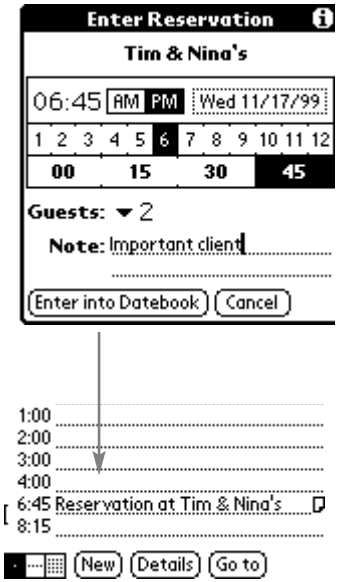
TIP

Tap on the alphabet tabs to quickly advance the list to the entry that begins with that letter.

Example: Tap ghi to advance to the entries beginning with g. Tap it again to advance to 'h'. Tap it a third time to advance to 'i'.



## 5 recording a reservation




Zagat allows you to directly enter a dining reservation which will appear within your handheld's built-in Date Book.

**To Enter a Reservation:**

1. Open the Restaurant details view (see page 6)
2. Tap on the phone number of the restaurant,
   *or*
   Tap the menu icon and tap *Enter Reservation.*
3. Select the time of your reservation.
   Tap buttons 1 through 12 to set the hour,
   00 through 45 to set the minutes and
   AM:PM to set morning or afternoon.
4. Select the number of guests.
5. Optionally, you may also enter notes, which will appear on the notes screen of the Date Book entry.
6. Tap *Enter into Date Book.* Your reservation will be entered into your Date Book.

## EDITING A RESERVATION

You may open the Date Book and select the entry directly to add additional attributes such as reminder alarms or alter the time and date of the reservation.

**To Edit a Reservation:**

1. Open the built-in Date Book and advance to the reservation day.
2. Select the reservation entry and edit directly.

## 6 managing multiple surveys

The Zagat Guide allows you to install and access multiple surveys concurrently. This is particularly desirable if you live near two locales, or frequently travel between cities. The main restaurant list displays the currently selected survey in the top right hand corner. Tapping on it will display the survey picker to the left.

The survey you are currently viewing will be highlighted in the list. This screen provides the following information about each installed survey:

- Edition — Displays the year and edition of the survey. New editions for any registered survey year can be downloaded free from www.landware.com/zagat Subsequent years may be obtained for a small update fee.

The survey picker also allows you to open, delete and beam surveys.

## DELETING A SURVEY

You may remove a Zagat survey from your handheld as follows:

**Deleting a survey from the handheld**

1. Select the survey you wish to delete.
2. Tap the Delete button.
3. Tap Yes to confirm deletion.

NOTE

The number of surveys you may install is limited only by the available memory on your organizer.

## INSTALLING AN ADDITIONAL SURVEY

You may install additional cities at anytime by following the instructions:

**Windows 95/98/2000/NT installation instructions**

1. Insert the Zagat Restaurant Guide CD-ROM into your computer's CD-ROM drive.
2. The installer should automatically activate. If for some reason it doesn't then select Run from the Windows Start menu and enter x:setup, where x is the letter assigned to your PC's CD-ROM drive.
3. Select *Modify* from the list of installer options.
4. Select the additional survey(s) you wish to install, following the installer's instructions on screen. Note: Previously installed surveys that you deselect from the installer will NOT be removed from your handheld. To remove a survey from your handheld, see page 11.
5. HotSync your organizer to complete the installation.

**Macintosh installation instructions**

1. Double click on the Zagat installer icon.
2. Follow the instructions on screen.
3. Select the surveys you want to install from the list presented to you on the screen. Click *Install.*
4. The installer will automatically launch and present the HotSync Manager's *Install Handheld files* dialog. Ensure you have the correct user name selected. Close the *Install Handheld files* dialog.
5. HotSync your organizer to complete the installation.

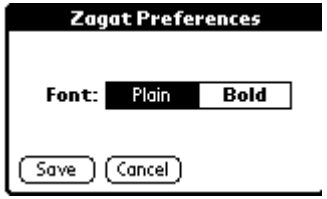
## BEAMING A SURVEY

Entire surveys maybe transferred wirelessly to another handheld via the Infrared (IR) port.

**To beam a survey to another handheld**

1. Tap the survey name popup menu to open the survey picker.
2. Tap on the survey name in the list.
3. Aim your IR port at the IR port of the other device.
4. Tap *Beam.*
   You will initially be prompted for the opportunity to transfer a trial version of the Zagat application. Tap the No button if you want to skip this phase and just beam the survey.
4. Depending on the size of the city, this process can take up to a minute.

# 7 setting user preferences




Zagat Restaurant Guide allows you to customize the way the application works.

**To set user preferences**

1. Tap the menu icon (to the left of the graffiti input area).
2. Tap the options menu.
3. Tap Preferences.

The following attributes can be altered.

- Font — Specifies the font used to display the main restaurant list.

COMMENTS THE LAWYERS SAID WE COULDN'T INCLUDE.

# 8 zagat survey outtakes

1. Suffers from delusions of adequacy
2. Also known as Ebola Café
3. Took a doggie bag home, the dog refused it
4. Stay home and heat up a can of Alpo instead
5. Filled with flowers and all the things that make flowers grow
6. Waiters just back from the Jihad
7. Mashed potatoes and attitude don't mix
8. Be sure to sit in the no-shooting section
9. If this place doesn't get you laid, nothing will
10. Saves fuel bills—the heartburn will keep you warm all winter
11. If I say anything bad about the place, I might get whacked
12. How do you say "loser" in Chinese?
13. Body piercing— today's special
14. Don't bother unless you're nineteen with raging testosterone
15. Dishes look like road kill
16. "Hi, I'm obviously underage. Margarita please."
17. The immature eating the inedible
18. Like a skunk, it's small, it's cute and it stinks
19. The look might be French but the staff is Martian
20. Makes prunes desirable
21. I can defrost better
22. The last stop before food stamps
23. A petri dish experiment gone horribly, horribly wrong
24. Where's the health department?
25. Better service in a self help gas station
26. Only an accountant could like it
27. I'd rather sit in traffic
28. Wins for most roach sightings
29. Totally vegged out
30. Should be renamed Barfing Dog
31. At 26, you're a senior citizen
32. Where the boys can be girls and no one will notice
33. Still sleazy after all these years
34. Why eat when you can take the vegetables from the trash can
35. Reassuringly ugly
36. The only thing authentic about this joint is the heartburn and the check
37. I get sick from the food every time. At least it has consistency
38. If I want a fatty sandwich served by a walking attitude, I'll go to mom's
39. Food tastes like socks
40. To call it a dump would be flattering
41. Like oh my Gawd, like can you believe how cool I am?
42. Waiters make the 3 stooges look elegant
43. Waitresses trained by Joseph Stalin?
44. The cockroaches are more energetic than the management
45. The Bronx Zoo with food
46. Perfect for your fasting day
47. The Emperor's new food
48. Seductio ad absurdum
49. Where you can eat the cast of "Bambi"
50. So noisy you can't hear yourself taste
51. Beam me up Scotty
52. Even the water gives you heartburn
53. The portions are the size of Jesse Helm's grants to the arts
54. Grandma cooked like this, Grandpa died young
55. Wonder why there aren't any cats in Chinatown? Eat here
56. Gay Chucky Cheese
57. Good Seafood, but Waiter should be used as Fishbait
58. Like the Wicked Queen, beautiful but evil
59. Slim's at least they got the name right
60. Gets an "A" for attitude
61. Beavis and Butthead hangout
62. Wear black and bring Maalox
63. So romantic that wives feel like mistresses and vice versa
64. The old waiters are fresher than the fish
65. Beats prozac as a mood lifter
66. Roseanne's kind of restaurant
67. Don't go on a bad hair day, if you want to fit in
68. Let the kids spill, no one will ever notice
69. About as Chinese as tacos
70. Literary hangout that originated the term "writer's cramp"
71. Gives health and food both bad names
72. A cardiologists' reference service
73. Grandma-style bad food